



Q&A



# Transforming Challenges into Opportunities:

*Reimagining the Academic Library  
for an Innovative,  
User-Centric, Sustainable Future*

Presented By:

Ms. April LEE

Head of Systems and IT

Ms. Jessie CHU

Head of Access Services



Run Run Shaw Library

香港城市大學  
City University of Hong Kong





Q&A



# Library's Journey Starts Here....

START



**Recognize the Battlefield**



**Gather Intelligence**



**Turn Crisis into Opportunities**





Q&A

# Recognize the Battlefield

**CityUHK unveiled its Strategic Plan 2025-30**  
**Innovating into the Future**





Q&A

# Our Weapon - Gather Intelligence

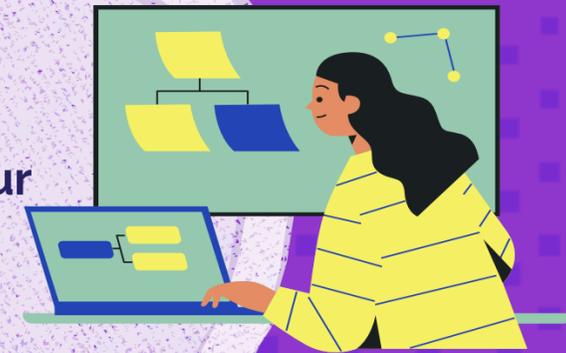


## Collaboration

No silos - we succeed together across the universities

## User-Centric

Every decision serves our patrons first



## Sustainability

Long-term thinking, responsible resource use



## Innovation & Technology

Embrace new ideas and smart systems, challenge the status quo





# THREE Battles



**Space Wizard**



**Pedagogy Giant**



**The Princess  
(Users)**



Q&A

# Stage 1 : Space Wizard



## *Understand the Battle*

### Reduced Library Space

- Library space reduced by **12%** since 2023/24 (from 12,637 to 11,150 sqm)
- Support University Strategic Plan - Expanding Laboratory Space

### Boom Student Headcount

- Total number of students increased by **18%** from 2023/24
- Rising Demand for Study Places

### Evolving Study Habits

- Students are adopting new study patterns
- Including increased demand for collaborative and tech-enabled environments



Q&A

# Stage 1 : Space Wizard

## *Gather Intelligence*

### Campus as a Sandbox

- Support the university's vision by transforming more areas into flexible, purpose-driven spaces like labs and collaborative zones.

### Innovate with Technology

- Use smart Library systems and space-efficient seating designs to reduce physical space needs while improving access.

### Evolve with User Needs

- Stay in sync with changing user needs and study habits to keep our space relevant and responsive.

**GOAL : Space Repurposing and Re-design for Optimal Utilization**



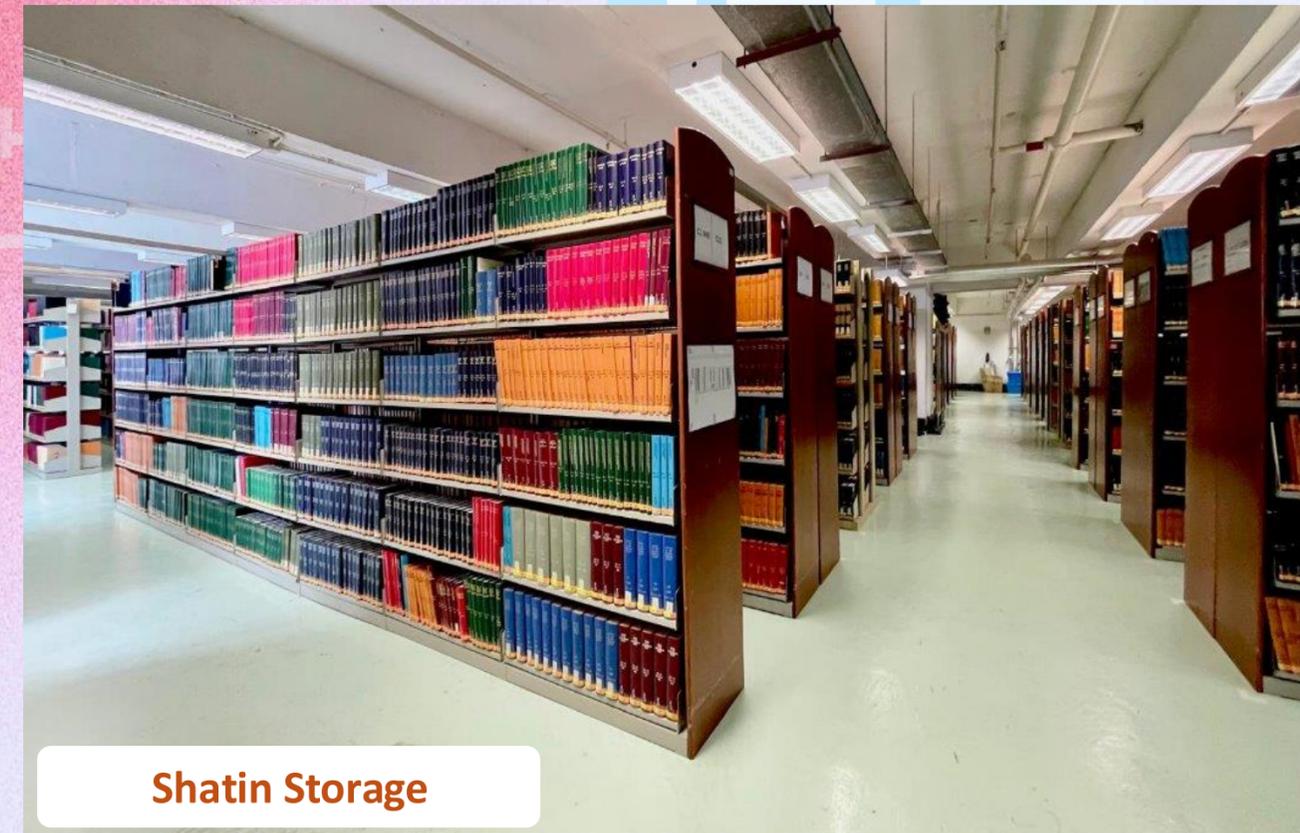


Q&A

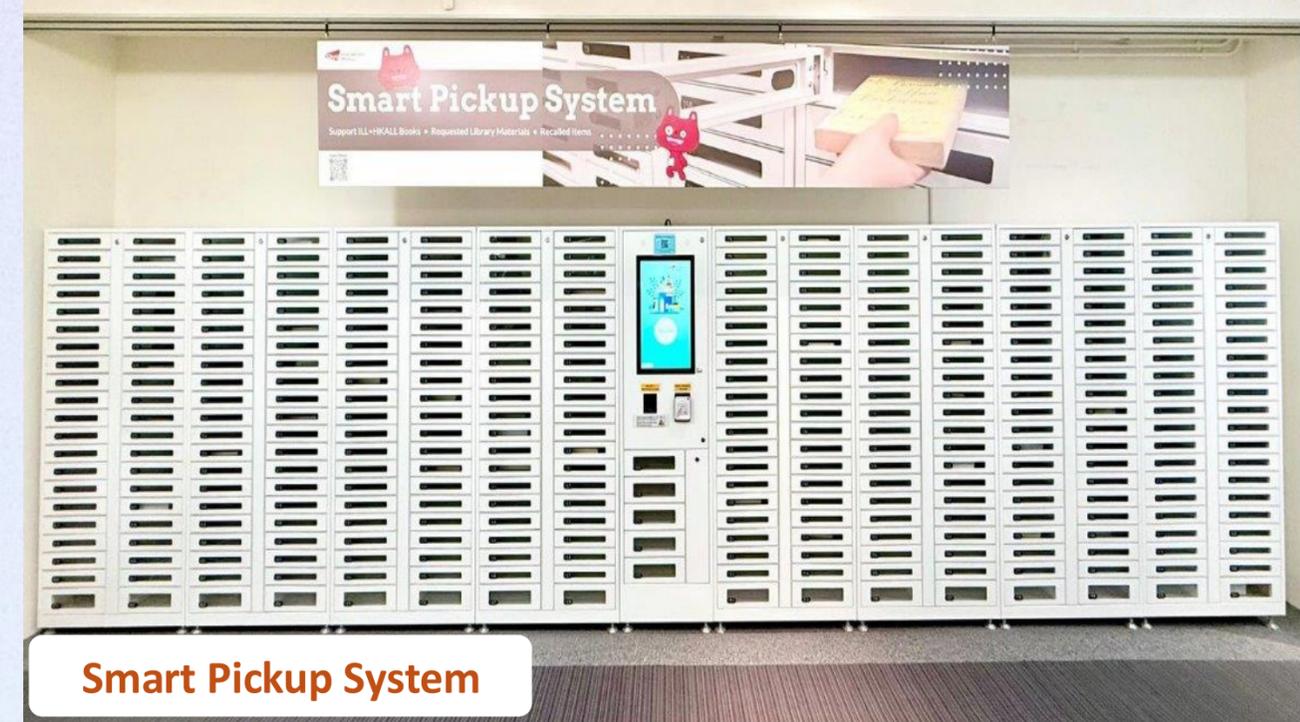
# Stage 1 : Stage Clear

Relocate Low-Use Collections to  
**Shatin Storage**

Implement **Smart Pickup System**  
for convenient, on-demand access to  
remotely stored collections



Shatin Storage



Smart Pickup System



Q&A

# Stage 1 : Stage Clear

Refurbish furniture design to maximize seating capacity while minimizing space usage.

Planning to increase **5%** of Study Seats in 2026





Q&A

# Stage 1 : Stage Clear

Adopt **BYOD** Strategy:  
Bring Your Own Device  
& Standalone Screens

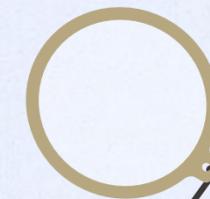




Q&A



# The Space Wizard has been trumped off!





Q&amp;A

# Stage 2 : Pedagogy Giant

## *Understand the Battle*

- **Digital Learning demand** skyrocketing
- University's strategic plan :  
**New learning model – Team Based Learning (TBL)**
- TBL uses permanent, diverse teams to solve real-world problems collaboratively after individual preparation, emphasizing accountability and digital-supported interaction.





Q&A

# Stage 2 : Pedagogy Giant

*Gather Intelligence*



- Visited National University of Singapore (NUS) and other universities to explore Team-Based Learning (TBL) initiatives.
- Studied advanced video conferencing **technologies** for classroom integration with Vendor, CSC & TED.
- Assessed **patrons' needs** to enhance learning experiences through focus group and survey.
- **Aligned** plans with the university's TBL strategy to connect and extend classrooms beyond physical boundaries.





Q&A



Libratorium A



Libratorium B

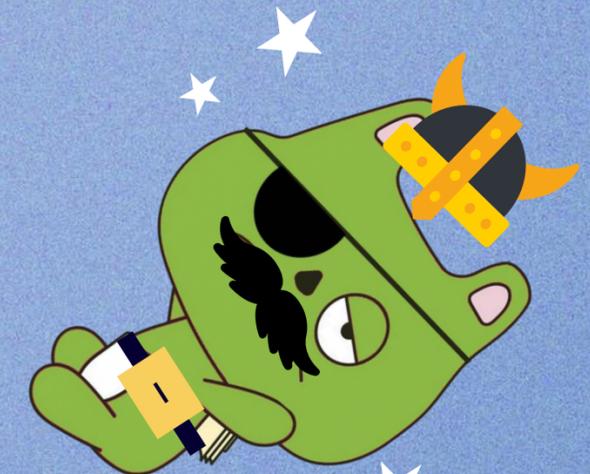
# Stage 2 : Stage Clear

Face the monster : Balance quiet study place to active learning center

## Flexible TBL Approach

Implement furniture & technology all at once

- Libratorium A & B launched in 2024
- Libratorium C & D scheduled for rollout in 2026.





Q&A

# Stage 2 : Stage Clear

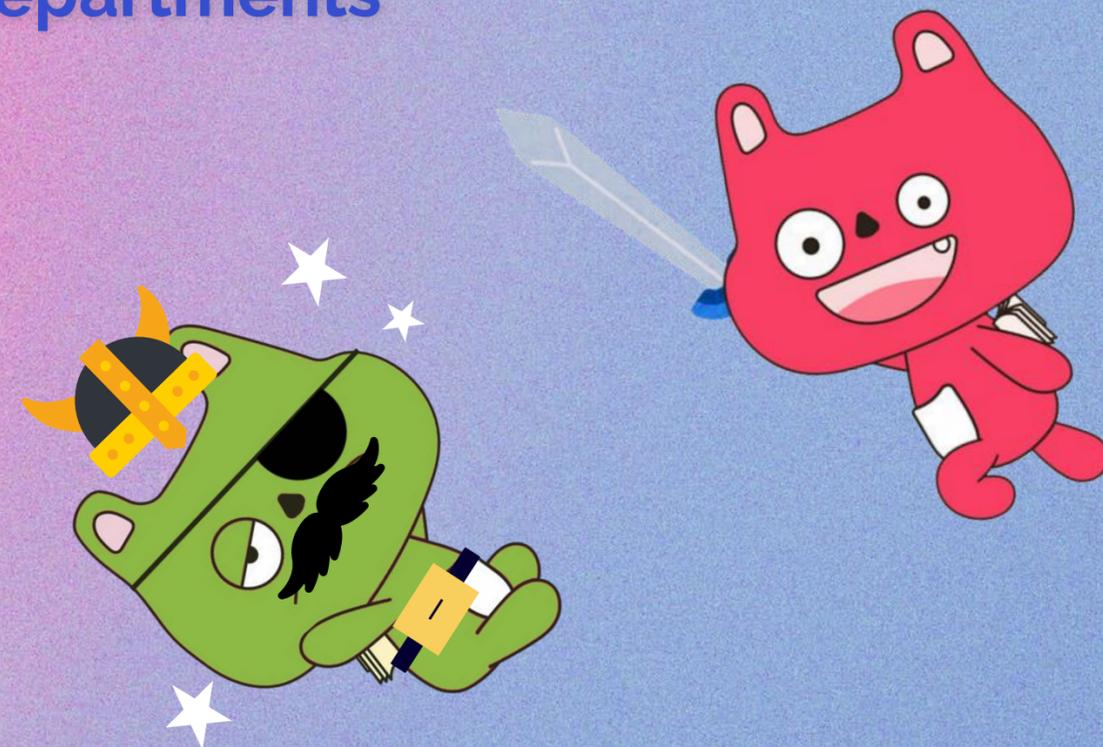
## Forge the Weapons

**The MakerSpace :** CREATE! is a dynamic hub for creativity, innovation and discovery

**Partnership Leverage:** Collaborate with TED, IT, other departments



The MakerSpace

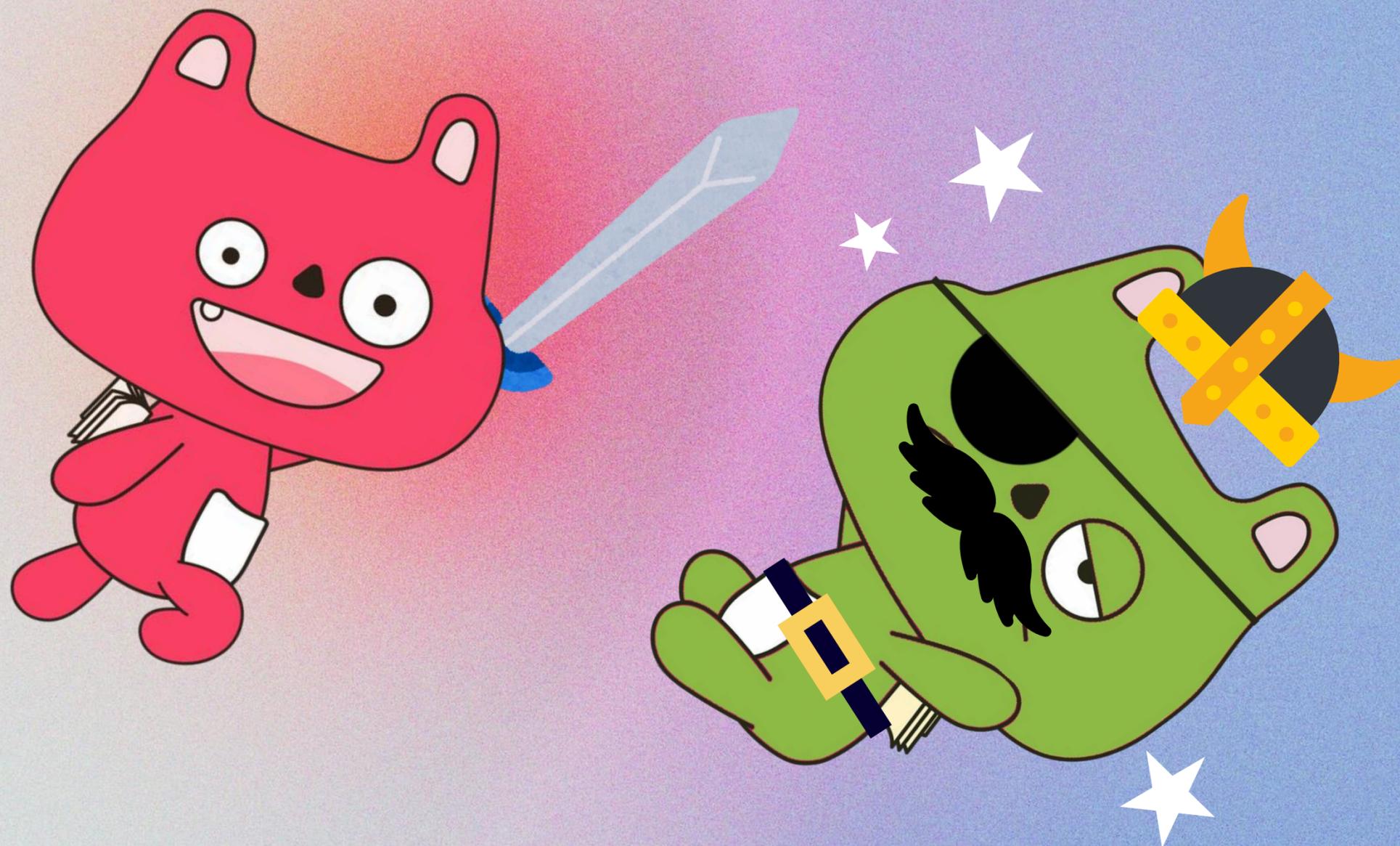




Q&A



# The Pedagogy Giant has been tamed!





Q&amp;A



# Final Stage: The Princess - Users

## *Understand the Battle*

- Understand what **users really need**
- Bring the library **closer to users**
- Deliver **tailored**, supportive services
- **Champion** the University's mission

## GOAL :

**Winning Over Our Ultimate VIPs –  
The Library Users**



Q&A

# Final Stage: The Final Princess - Users

## *Gather Intelligence*

## Be Creative & Caring

- Use creativity and empathy, from fun campaigns to our beloved library mascot *Curie*, to bring users closer to the library.

## Deliver the Personal Touch

- Start by understanding our users' needs, then tailor services that make them feel seen, supported, and valued.

## Align with the University's Vision

- Support the University Strategic Plan by becoming Knowledge Ambassadors.





Q&A

# Final Stage: Stage Clear

## Listen First - User Surveys

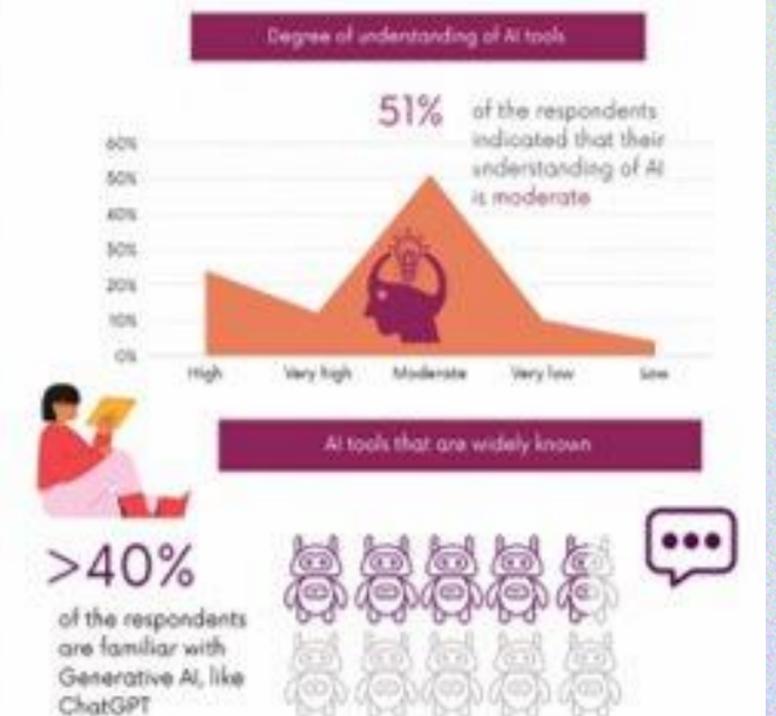
- Conduct regular surveys to understand user needs, preferences, and pain points.



## Library User Survey 2025



## AI & Digital Literacy Survey





Q&A



# Final Stage: Stage Clear

## Insight Discovery - Library Services Focus Group

- Conducted focus group discussions with both faculty members and students
- Explored user behaviors and uncovered unmet needs
- Gained deeper understanding of the “why” behind decisions



Faculty Focus Group



Student Focus Group





Q&A



# Final Stage: Stage Clear

## Create Joy: Mascot Effect

- We introduced Curie, a friendly library mascot, to engage users during Orientations and stress-relief activities such as Exam Cheers — with free drink giveaways.

## Support Well-being: Mood Cave

- Offer a dedicated relaxation space where users can unwind, recharge, and take mental health breaks.



Exam Cheers



Mood Cave



Q&A

# Final Stage: Stage Clear

## Offer Targeted Training & Workshops

- Design and deliver sessions based on users' real needs, whether it's research skills, citation help, or navigating digital tools.

## Use the Library Chatbot for Instant Support

- Extend our personal touch online by using the chatbot to answer questions, guide users, and provide 24/7 assistance.





Q&A



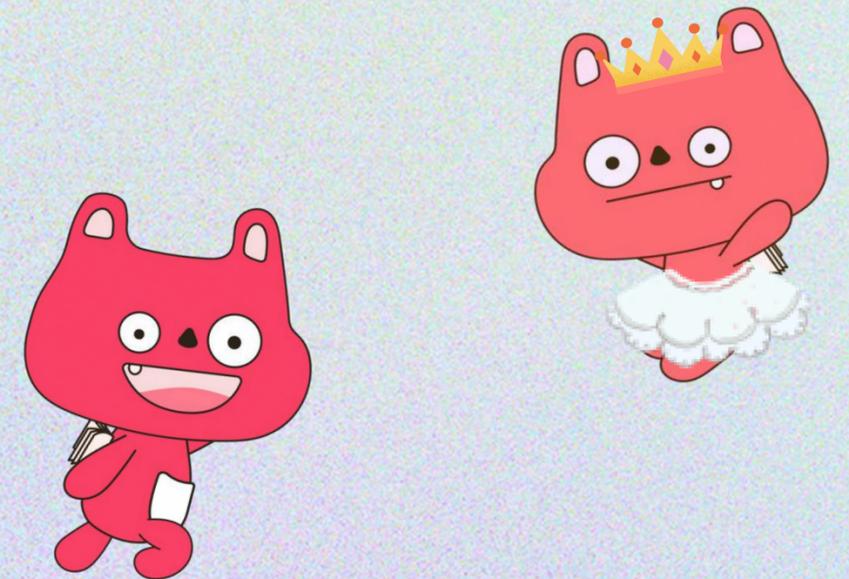
# Final Stage: Stage Clear

## Knowledge Ambassador

The library is not just a backdrop for learning, we are active ambassadors of the University's values, showcasing knowledge, innovation, and impact through everything we do.



Library Grand LED Wall





Q&A



# Final Stage: Stage Clear



**Tunnel of Future Innovations**

## Spotlight on the Library Grand LED Wall

We use our high-visibility LED Wall to promote the University's achievements, events and initiatives.

## A Platform for Promotion

As the extension of the "Tunnel of Future Innovations", sharing CityUHK story with every visitor.



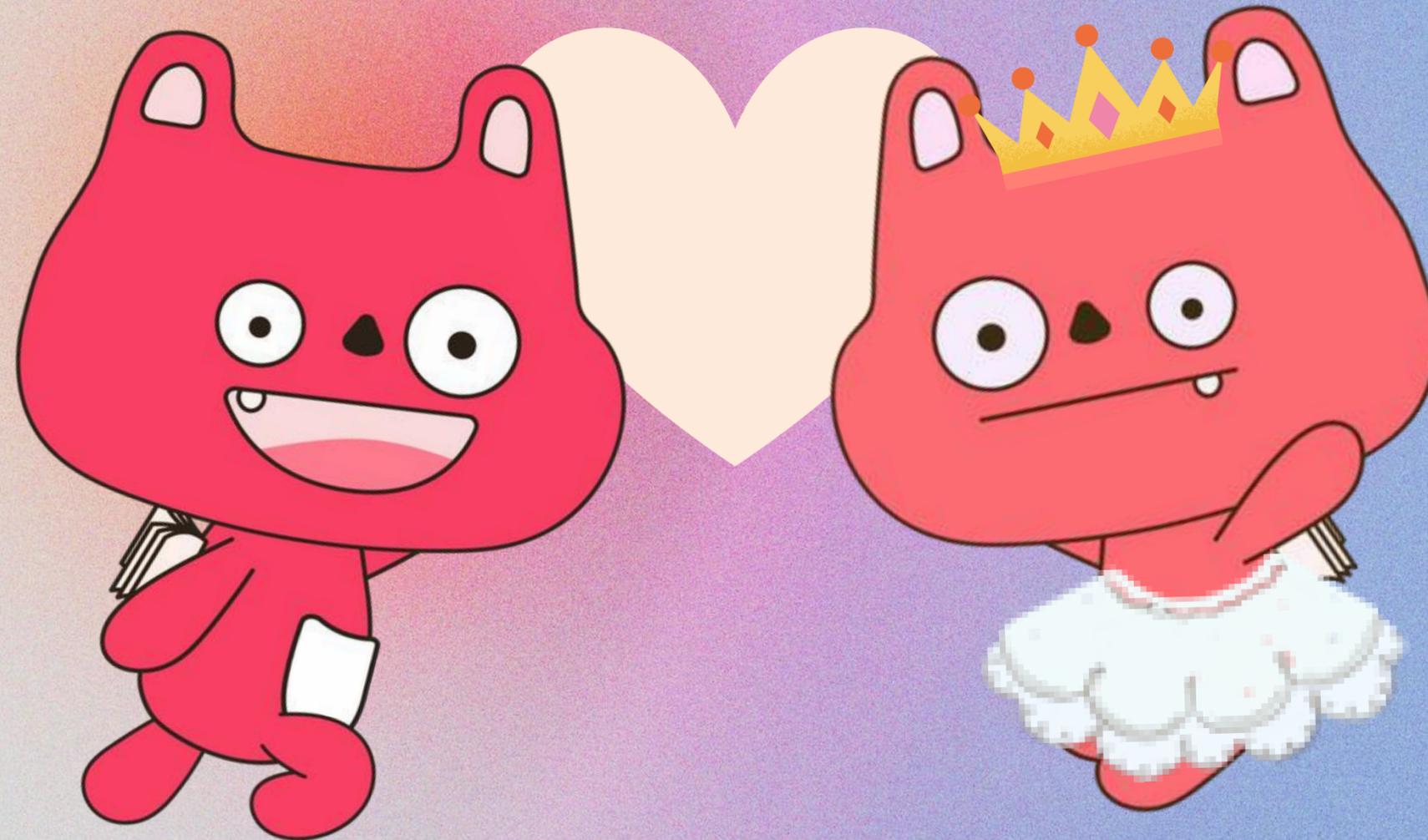
**Library Grand LED Wall**



Q&A



# The Princess has been won over!





Q&A

# Library Users' Feedback





Q&amp;A

# Transforming Challenges into Opportunities



## Space

- Challenges : Boom Student Headcount, Evolving Study Habits, Limited Space
- Intelligence : Campus as a Sandbox, Innovate with Technology
- Opportunities : Space Repurposing and Re-design, Approachability and Student Well-being Initiatives



## New Pedagogy

- Challenges : Future Learning and Collaboration, Digital Learning Demand
- Intelligence : Digitalisation, Innovation, Interdisciplinary Collaborations, Learning Centric
- Opportunities : Balance Quiet Study Place to Active Learning-Centric  
New Learning Model: Team-Based Learning



## Users Centric

- Challenges : Bring the Library Closer to Users
- Intelligence : Collaboration, Creative, Personal Touch, Champion the University's Mission
- Opportunities : Delivering the Personal Touch – Tailored Services for Every User



Q&A

# Library Animation





Q&A



**The End**  
**Thank you**

